



JW MARRIOTT

GROSVENOR HOUSE LONDON

COVID PROTOCOLS FOR EVENTS (as at 5th August 2021)

Please note, these protocols could be subject to change in the future

Following the recent lifting of Covid related restrictions as of 19 July 2021, the hotel will continue to follow various protocols in light of Covid pandemic that are also widely adopted throughout the UK hospitality industry.

The 3 principles we continue to follow are:

1. Hygiene:

The hotel maintains a high level of enhanced hygiene protocols in all areas. Associates will wear face coverings and white gloves during the service.

2. Ventilation:

All public areas and events spaces have a high level of natural and mechanical air-conditioning with fresh air ventilation.

The supply air handling unit has a maximum flow rate of 76,464 m³ per hour = 21.24 litres per second. The units are continuously run at 50% capacity equalling 10.62 litres per second per person, which is above the recommended enhanced 10 litres per second.

3. Sanitization:

High traffic areas and touchpoints are sanitized frequently and regularly, and hand-sanitizing stations are available for all guests to use.

If an event wishes to implement their own additional covid-19 measures and protocols, we will do our best to support where possible.

EXISTING COVID PROTOCOLS THAT WILL CONTINUE:

- Hand-sanitizing stations will be placed on all levels around the Great Room and Ballroom including:
 - at the cloakrooms and arrival points
 - top and bottom of each staircase
 - within all the Gents and Ladies bathrooms
- Deep cleaning and sanitization of all public areas and event spaces will take place on a daily basis pre-occupation of the event space
- Increased cleaning protocols during the set-up, rehearsals and event including sanitization of all high-touch points to include all the stair and balcony handrails, doors handles and bathrooms
- During the event, frequent housekeeping attendance of Ladies and Gents bathrooms during the event with particular attention during peak times

CLOAKROOMS:

- If required, 2 large cloakrooms are available at the hotel's discretion
- Guests should be requested to avoid bringing luggage such as overnight bags with them to the venue to help minimize queues
- We recommend staggered arrival times where possible

ASSOCIATES:

- All front of house associates will wear masks
- All food service associates will wear white cotton gloves that are replaced regularly throughout service